

STAFF NOTES

Missouri Division of Workforce Development

Fall 2017, vol. 1

Welcome to the new format for the DWD Staff Newsletter -- Staff Notes! We hope you enjoy this new format and if you have any questions or suggestions, please send them to: dwdcommunications@ded.mo.gov



ISSUANCES

A number of Issuances have been posted to the Issuances page on jobs.mo.gov/dwdmain. Please take time to go through the issuances carefully as a number of them have been revised or rescinded.

[DWD Issuance 03-2017: Missouri One-Stop Job Center and Affiliate Job Center Certification Evaluation and Criteria](#)

[DWD Issuance 04-2017: Workforce Innovation and Opportunity Act Adult and Dislocated Worker Programs Eligibility and Documentation Technical Assistance Guidance Policy](#)

[DWD Issuance 05-2017: Workforce Innovation and Opportunity Act Youth Program Eligibility and Documentation Technical Assistance Guidance Policy](#)

[DWD Issuance 06-2017: Differentiating Reportable Individuals from Participants](#)

[DWD Issuance 07-2017: Local Eligible Training Provider Selection Policy](#)

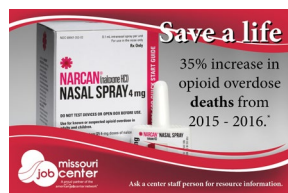
[DWD Issuance 08-2017: WIOA Participant Activity Codes & Definitions Revisions](#)

[DWD Issuance 09-2017: Prohibitions on Data Transfer Policy](#)

[DWD Issuance 10-2017: Collection & Use of Participant Social Security Numbers Policy](#)

[DWD Issuance 11-2017: Supplemental Wage Information for Workforce Innovation and Opportunity Act Performance Reporting Policy](#)

[DWD Issuance 12-2017: Minimum Standards for Assistive Technologies in Missouri Job Centers](#)



Opioid Abuse & Overdose Prevention Initiative

In July, Governor Eric Greitens asked all state agencies to help share the message about the opioid use and overdose crisis in Missouri. Under the direction of the Department of Mental Health and the Missouri Institute of Mental Health, and through the MO-HOPE Project, the state is working to get resources for this initiative out to the public.

The goal of the Missouri Opioid-Heroin Overdose Prevention and Education Project (MO-HOPE) is to reduce the number of opioid overdose-related deaths and adverse events among individuals 18 years of age and older, through public awareness and access to education and prevention resources. A key component of the program is focusing on prevention strategies of opioid overdose-related deaths by providing information on the distribution or purchase of Naloxone, a drug that can reverse an overdose.

The Division of Workforce Development is providing training to Job Center staff for the purpose of providing the information and materials needed to create an awareness of the issue and share information about the resources available to prevent or reduce the incidence of overdoses in Missouri. Materials for use in Job Centers and distribution to customers are available for order on the Forms Store and [DWDmain](#).

For more information about this initiative, contact Melissa Woltkamp: Melissa.Woltkamp@ded.mo.gov



CENTER of SUCCESS – Stories of Workforce Success

These stories are a testament to what GREAT things can happen when you reach out to partners and other services to provide wrap around services for clients!

JOPLIN

Ashtyn came to the Job Center in Joplin as a high school drop out with no employment history. In 2015, she began work at a nursing home through the Summer Jobs program. She enrolled in the WIOA Youth program and began taking AEL classes to obtain her High School Equivalency. After graduating at a scholarship level, she entered Crowder College's CNA program. Joplin's FutureLink program was able to pay for Ashtyn's clinical hours by placing her in a Work Experience Activity. Once she completed her CNA certification she then applied for and was accepted into the Carthage Tech LPN program, where she is on track to graduate this December. Ashtyn is proof that through hard work and a little help from FutureLink, ANYTHING is POSSIBLE!!

JOPLIN

Mr. W. came to the Joplin Job Center for help in finding employment. During his initial assessment, he disclosed that he couldn't read, has dyslexia, and was having difficulty filling out applications. With only a 3rd grade education, he relied on his recently deceased wife to help him with the reading, billing and paperwork required for his construction company, which he could no longer run. He acknowledged that he used a program to "read" his email aloud, but was very hesitant to utilize further services. He was referred to the National Adult Literacy Agency (NALA), who provided an assessment showing he had a 1st grade reading level.

Mr. W. also met with Vocational Rehabilitation. A Reverse Hiring Fair offered him the opportunity to connect with employers, including the Joplin Carpenters' Union. Mr. W. left feeling optimistic about his future.

Mr. W's contact with the Carpenters' Union resulted in an interview and a job offer. He now has an assignment for a five-year construction project with the opportunity for advancement.

In the past Mr. W met resistance due to his disability, but he is beginning to trust the Job Center and the programs that will allow him to be successful. He was grateful for the services he received and stated he will do whatever he needs to to keep this job and wants to share his experience with others. Congratulations Mr. W!

SLATE

SLATE is partnering with the LUME Institute's Early Childhood Apprenticeship Program to place qualified unemployed and underemployed individuals in this in-demand career field. [Click here to read about one of their successes.](#)

ST. CHARLES COUNTY

The St. Charles County Job Center has been working with TLD Concepts, Inc.—a veteran owned business—for the

past seven years to hire and train employees using the on-the-job training program. Owner and president, Lou Lenkman, has always expressed a desire to hire veterans, but is most interested in finding candidates who have an aptitude for the skills her jobs require and the soft skills/work ethic required to be a consistent employee.

As a small company, the OJT program has given TLD Concepts the privilege to hire the "right" people, concentrating on personality and attitude combined with aptitude. The program has been very successful for TLD Concepts. Over the past seven years, the company has hired seven OJT participants who have all been generated from the Job Center. Six of those participants are still employed with the company.

The St. Charles County Job Center continues to work with TLD Concepts, Component Bar Products, Natoli Engineering, Incredible Engravings, SCI Engineering, and Stone's Sign Shoppe using the OJT program's benefits. Currently, they have five active OJTs, and are in regular communication with employers to fill more openings! They are utilizing WIOA Youth, Adult, and Dislocated Worker funding for OJTs in these and other participating employers, striving to make the process and the program as easy on employers and participants as possible. Employers are utilizing the program to maintain a strong, reliable workforce with employees who are happy and willing to continue learning.

[Click here for a great article showcasing the St. Charles County Job Center and TLD Concepts.](#)

KIRKSVILLE

The Kirksville Job Center and the Kirksville Area Chamber of Commerce recently held their fall NEMO Job Fair. Forty-nine employers and more than 200 job seekers showed up for this bi-annual event.

James Acton, with the Iron Workers Union Local 577 was an employer participant. "You have a wide variety of people looking for various employment opportunities; we actually had several people follow up after the fair & inquire about a job with the Ironworkers. I believe we've been a part of the job fair for the past couple of years, [and it's] always been a success."

Cynthia Johns with Learning Opportunities/Quality Works, Inc. (LOQW) said, "we have enjoyed a long relationship with our local Job Center and public workforce system and the NEMO Job Fair is just one of the tools that they use to support our ongoing workforce needs. I was able to meet and recruit several qualified applicants for the positions I had available in the Kirksville area at this fall's Job Fair and are in the process of interviewing and screening those applicants now to fill positions at our organization. The workforce staff in our area do a fantastic job of getting to know our organization and what our business needs are, which continues to be a valuable asset to us as we develop our workforce and grow our organization."

[To read more about the job fair, click here.](#)

JOPLIN

The Ozark Region is proud of the effort their FutureLink Career Managers put forth to work with outside agencies to serve the young adults there. Breonna Shockley was recognized with a plaque by the Jasper County Diversion Court for her hard work, service and support. Breonna serves the young adults of Jasper & Barton counties. I received this brief but amazing email from her boss on Friday. GREAT JOB BREONNA!! Thanks for all you do to serve our community!

Congratulations on this achievement, Breonna! We appreciate all the enthusiasm and dedication you put into your work. Great Job!

KIRKSVILLE

Congratulations to the City of Kirksville on this great article about their vibrant and growing economy!

[Click here to read.](#)



Flag of Freedom Presentation

Congratulations to Vitek Solutions, a telecommunications firm located in Fenton, Missouri, on being honored with the Flag of Freedom. Owner, Steve Tihen, is an Air Force veteran.

Pictured left to right: Steve Tihen (owner), Andrew Wallace (manager), Daniel Oliver, Arnold Job Center LVER and Jason Windegger (manager).

WEST PLAINS

The State of Missouri Division of Workforce Development team is proud to recognize Douglas County as its NEWEST official Work-Ready Community!

Pictured, left are representatives from DWD, the Missouri Job Center - West Plains and the Ava Economic Development Committee-- congratulations Douglas County!



Did You KNOW ?

Missouri ranked 26th in the United States (U.S.) for average annual wages in 2016. The Missouri average annual wage for employees working for private firms was \$46,564, up 1.2 percent from the previous year. The U.S. average annual wage in 2016 was \$53,503.

[To learn more, click here.](#)

Requests from the Field... You asked, We Listened!

Two recent requests from the field have produced the following items:

Business Outreach Map - lists the Workforce Coordinators Regions, Job Center locations, LVER Regions and Regional Manager Regions.

DWD-PO-76 - Job Center Appointment Slips. (Available through the Forms Store in pad form)

If you have an idea for a form, or flyer, or other product that would be useful, please let us know.

Partnering for a Strong Workforce

Be sure to check jobs.mo.gov/dwdmain for updates to forms, flyers, maps and other items.

Recently Added or Updated Files

[Staff Notes Newsletter Archives - 2016 & 2017](#)

[Weekly Financial Tips](#)

[Employer Services Menus \(9-2017\)](#)

[Various Maps](#)

[Interoffice Routing Slip](#)

[MoSTEMWINS Regional Update \(MERIC\)](#)

[Employer Menu of Services \(10-19-17\)](#)

[Job Seeker Menu of Services \(10-19-17\)](#)

[MO HOPE Project Materials](#)

[NCRC Seeker Flyer](#)

[NCRC Student/Educator Flyer](#)

[CWRC Employer Flyer](#)

[ETT Presentation with Trade Slides \(10-16-2017\)](#)

[WOTC Seeker Flyer \(9-12-2017\)](#)

[WOTC Employer Flyer \(9-12-2017\)](#)

[CEO/LWDB Conflict of Interest Training \(9-29-2017\)](#)

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MEET THE NEW DIRECTOR



Mardy Leathers became the new director of the Missouri Division of Workforce Development, effective October 30.

Leathers most recently served as Executive Director of the Center for Workforce Development at East Central College in Union, Missouri. There, he played a key role in developing the statewide Community College Workforce Development Network and oversaw the college's business and industry training efforts, community education, healthcare career certification and WIOA programs.

"Mardy has an extensive background in workforce development and organizational leadership. He is laser focused on connecting workforce programs with the needs of the business community," Rob Dixon, Acting Director of the Missouri Department of Economic Development said. "He's a tremendous leader and will be a great addition to our team."

Workforce Development is a major priority for Governor Greitens. Earlier this year the Governor launched a complete overhaul of the state's job training programs and unveiled Skilled Workforce Missouri, a one-stop-shop for business' training needs.

"I'm honored to be joining the team at such an exciting time," Leathers said. "Having a skilled workforce is critical to growing our state's economy, and I'm looking forward to working with the state's businesses to develop programs that will meet their specific needs."

At the Department, Leathers will oversee the services that the state provides for businesses and job seekers through Missouri Job Centers and jobs.mo.gov. He will also work with a number of strategic partners to "skill-up" Missouri's workforce to meet the ever-evolving needs of business and industry.

By Maggie Kost, DED Director of Communications

On November 1st, Division Director Mardy Leathers toured the Columbia Job Center. Pictured left are: front row - Anna S. Hui, DOLIR director, Bryan Barnes, DWD Regional Manager, Lisa Marshall Columbia Job Center Supervisor. Back row: Chris Slinkard, Acting Director DOLIR Division of Employment Security, Matthew Cowell Director DOLIR Division of Labor Standards, Mardy Leathers, DWD Director, and Lisa Elrod, DWD Assistant Director (Field Operations).



From Deployment to Employment: Veteran Success Stories from the Field

Veterans Representatives across the state have been hard at work helping service members find jobs once they return home. Here are just a few of their recent successes.

Mr. W came into the St. Charles County Job Center seeking help with his job search. Even though Mr. W indicated on the Missouri Veterans Questionnaire that he has a VA service connected disability, he also had a skill set that made him very marketable. Mr. W's resume needed to be updated and put in proper format, and he was advised to target it to specific positions that he was interested in applying for. He was provided multiple job referrals and eventually obtained employment at Meineke Car Care Center with a job title of mechanic/assistant manager. Mr. W was a pleasure to work with and we were glad to be able to assist him with obtaining employment.

Mr. P was a former client who found himself unemployed once again. He wasn't able to pay his rent and became homeless. He came into the Rolla Job Center, his assessment was updated. He still had the barrier of no driver's license and no support system. He was referred to Phoenix Health Programs in Columbia, Missouri. Through their Supportive Services for Veteran Families grant, which assists homeless veterans, they paid over \$2,200 in back rent and late fees so Mr. P could get back into his apartment, resolving his homeless issue. Mr. P was able to obtain full-time employment utilizing the resume we helped him craft.

Mr. M came in to the Warrenton Job Center with some Significant Barriers to Employment and concerns. We discussed different options to deal with financial issues that come with being suddenly unemployed. We updated his Veteran's profile, gave him some career guidance, resume assistance and employer information. The Veteran is an experienced diesel mechanic, who was looking for the right fit. He interviewed with several employers, and after limited success Mr. M came back to the Job Center for work on his resume and interviewing skills. took a position with R&B Manufacturing in St. Peters as a fork lift operator.



**Click here to
see the USDOL
Employment
Projections.**



CHECK OUT WHO'S ON FACEBOOK!



[Missouri Job Center - Arnold](#)
[Missouri Job Center - Clinton](#)
[Missouri Job Center - Columbia](#)
[Missouri Job Center - FEC \(Kansas City\)](#)
[Missouri Job Center - Fulton](#)
[Missouri Job Center - Hannibal](#)
[Missouri Job Center - Jefferson City](#)
[Missouri Job Center - Joplin](#)
[Missouri Job Center - Kennett](#)
[Missouri Job Center - Kirksville](#)
[Missouri Job Center - Maryville](#)
[Missouri Job Center - Monett](#)
[Missouri Job Center - Nevada](#)
[Missouri Job Center - Ozark Region \(Springfield\)](#)
[Missouri Job Center - Park Hills](#)
[Missouri Job Center - Poplar Bluff](#)
[Missouri Job Center - Rolla](#)
[Missouri Job Center - Sedalia](#)
[Missouri Job Center - SLATE \(St. Louis City\)](#)
[Missouri Job Center - St. Joseph](#)
[Missouri Job Center - St. Charles County](#)
[Missouri Job Center - St. Louis County](#)
[Missouri Job Center - Warrenton](#)
[Missouri Job Center - Washington](#)
[Missouri Job Center - West Plains](#)

If you don't see your Job Center listed and you have a Facebook page, let us know. We love to share your events & job postings!